ATTACHMENT D

Current NDU Service Level Agreement Priority Levels

Priority	Criteria	Target Response Time
1	IT support (excluding audio/visual) for learning centers (i.e., classroom, auditorium, conference room, lecture hall) during academic hours and class/seminar in progress or within 2 business hours before start of class/seminar.	Technician will be on scene during business hours within 15 minutes of notification at 90% of the time. Issue will be worked to resolution.
2	IT support (excluding audio/visual) for learning centers (i.e., classroom, auditorium, conference room, lecture hall) that will be used in the near future during NDU normal operating business hours. This priority uses the same criteria as a Priority 1 except that the class isn't currently in session. Isolated logon issues preventing users from accessing IT resources.	Technician will respond during business hours within 2 hours of notification at 90% of the time. Issue will be worked to resolution.
3	A network service is down or problem that affects multiple users (e. g., a server, router, switch failure or network application, a network printer is down and an entire office cannot print) or key personnel problems (e.g., Command Group, Commandants, Directors, Deans and Executive Officers).	Response time is immediate. Target resolution time is 4 business hours at least 90% of the time.
4	All other NDU IT supported issues; basic user support needed (e.g. individual existing application or hardware problems).	Target resolution time is 2 business days at least 90% of the time.
5	Provide computer technical assistance (configuration) and software development/change requests	Support will be offered on a best effort basis.